#### Intervention Coach Questionnaire

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| Organizational View – Looking Up | The questions below are intended to help coaches understand or identify the role they play within the organization.   * Do you know or have access to the Clay County School District’s Strategic Plan/Outlook (Mission, Vision, and Organizational Goals)? Has anyone explained it to you? * Please describe the role Intervention Coaches play in accomplishing or meeting organizational objectives (where do coaches fit within the organization)? * Do you feel supported by your organization? Please explain? * Has your supervisor or someone within your organization explained your role in meeting organizational objectives? |

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| Customer – Who you serve | The customer-centric questions below are intended to assist intervention coaches in understanding their customers   * Please describe/list your customers (to whom do you provide service)? * Please describe the services you provide to your customers? * Please describe a typical customer interaction? * Do you have access to documents or data that outline the responsibilities intervention coaches have to the customer? * Do you receive feedback from your customers? If so, in what form (verbal, written, emails, etc.)? * Do you feel rewarded by providing service to your customers? |

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| Work Environment | The questions below allow intervention coaches to evaluate their work environment.   * Please describe your job responsibilities – workflow? What is the process for performing your job on a day-to-day basis? * Do you have access to the policies and procedures that describe your job and responsibilities? * Do you feel you have a clear understanding of your job responsibilities? * Do you have the resources for accomplishing your job as an intervention coach? Some examples include (Training, Job Aids, Time, Staff, Tools, Space) * Do you feel there are any roadblocks, difficulties in accomplishing your tasks? Please explain? * Can you describe any assistors, (resources) that make your job easier to accomplish? This could tools already available or those you desire. * Do you feel supported and appreciated for the work you do? * What is your motivation for performing assigned tasks? * Are expectations of clearly defined, and do your expectations match those put forth by supervisors or the organization? * Do you feel supported, are you provided with motivation and incentive to accomplish assigned tasks? * Please describe a perfect day in your work environment? (Not sure about this, but I would like to hear in their own words what a great day at the office would entail). |